

What is claimed:

1. A computerized interactive voice response system comprising:

an interactive voice response host computer for providing audio menus;

a source computer for providing text menus associated with said audio menus;

a user telephone;

a user telephone with an embedded computer having a display screen and having a program to display visual menus on the user embedded computer display screen and wherein said user embedded computer is capable of operating independently and not in connection with said user telephone;

a modem attached to said user embedded computer for receiving data to display visual menus and other data on the said user embedded computer display screen from a source computer;

an interface for connecting the user telephone, and the interactive voice response host computer, wherein said interface connects the user telephone to the interactive voice response host computer, enabling sending signals from the user telephone to the interactive voice response host computer, at all times the interactive voice response host computer is connected for providing and receiving responses to audio menus and wherein the interactive voice response host computer sends only audio messages and dual tone multifrequency signals or other audio tones to said interface which converts the dual tone multifrequency signals or other audio tones to digital signals for use by said user computer;

wherein said embedded computer has memory means to store said visual menus and other data; and

wherein the program in the user telephone embedded computer enables the user computer display screen to display visual menus along with the audio menus provided to the user telephone.

2. The system of claim 1 further including means for insuring that the displayed visual menus correspond to the audio menus provided.
3. The system of claim 1 wherein the program to display visual menus on the user computer display screen is stored in said computer memory.
4. The system of claim 1 wherein the interface further includes a means for converting signals from the user telephone embedded computer into tones to be received by the interactive voice response host computer, thereby enabling selection of menu items from an input device connected to the user telephone embedded computer.
5. The system of claim 1 wherein the said modem is an analog modem, or an ISDN modem, or a cable modem, or a digital subscriber line modem, or a satellite modem.
6. The system of claim 3 wherein the said embedded computer has a control program capable of receiving notification of an update to said visual menus, retrieving said update from said source computer and storing said visual menus update in said computer memory.
7. The system of claim 1 wherein the said system has the means to download and to store other data associated with the telephone call.
8. The system of claim 7 wherein said other data includes restaurant menus, medical schedules and prescriptions, mail order catalogs, product licensing information, tickets for events and travel and billing information.
9. A computerized interactive voice response system comprising:

an interactive voice response host computer for providing audio menus;

a user telephone;

a source computer for providing text menus associated with said audio menus;

a user telephone with an embedded computer having a display screen and having a program to display visual menus on the user embedded computer display screen and wherein said user embedded computer is capable of operating independently and not in connection with said user telephone;

a computer network communication means attached to said user embedded computer for receiving data to display visual menus and other data on the said user embedded computer display screen from a source computer;

a computer communication means whereby voice and data are transmitted and received on the said computer network communication means;

an interface for connecting the user telephone, and the interactive voice response host computer, wherein said interface connects the user telephone to the interactive voice response host computer, enabling sending signals from the user telephone to the interactive voice response host computer, at all times the interactive voice response host computer is connected for providing and receiving responses to audio menus and wherein the interactive voice response host computer sends only audio messages and dual tone multifrequency signals or other audio tones to said interface which converts the dual tone multifrequency signals or other audio tones to digital signals for use by said user computer;

wherein said embedded computer has memory means to store said visual menus and other data; and

wherein the program in the user telephone embedded computer enables the user

computer display screen to display visual menus along with the audio menus provided to the user telephone.

10. The system of claim 9 further including means for insuring that the displayed visual menus correspond to the audio menus provided.
11. The system of claim 9 wherein the program to display visual menus on the user computer display screen is stored in said computer memory.
12. The system of claim 9 wherein the interface further includes a means for converting signals from the user telephone embedded computer into tones to be received by the interactive voice response host computer, thereby enabling selection of menu items from an input device connected to the user telephone embedded computer.
13. The system of claim 9 wherein the said network communication means is an Ethernet network means, or a wireless 802.11b means, or a wireless Bluetooth means.
14. The system of claim 11 wherein the said embedded computer has a control program capable of receiving notification of an update to said visual menus, retrieving said update from said source computer and storing said visual menus update in said computer memory.
15. The system of claim 9 wherein the said system has the means to download and to store other data associated with the telephone call.
16. The system of claim 15 wherein said other data includes restaurant menus, medical schedules and prescriptions, mail order catalogs, product licensing information, tickets for events and travel and billing information.
17. A computerized interactive voice response system comprising:

an interactive voice response host computer for providing audio menus;

a user telephone;

a source computer for providing text menus associated with said audio menus;

a user telephone with an embedded computer having a display screen and having a program to display visual menus on the user embedded computer display screen and wherein said user embedded computer is capable of operating independently and not in connection with said user telephone;

a computer network communication means attached to said user embedded computer for receiving data to display visual menus and other data on the said user embedded computer display screen from a source computer;

an interface for connecting the user telephone, and the interactive voice response host computer, wherein said interface connects the user telephone to the interactive voice response host computer, enabling sending signals from the user telephone to the interactive voice response host computer, at all times the interactive voice response host computer is connected for providing and receiving responses to audio menus and wherein the interactive voice response host computer sends only audio messages and dual tone multifrequency signals or other audio tones to said interface which converts the dual tone multifrequency signals or other audio tones to digital signals for use by said user computer;

wherein the said embedded computer has the means to convert voice signals to computer readable and storable data;

wherein said embedded computer has memory means to store said visual menus and other data; and

wherein the program in the user telephone embedded computer enables the user

computer display screen to display visual menus along with the audio menus provided to the user telephone.